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A Follow-up study of Veteran Clients of The  
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Thesis

A FOLLOW-UP STUDY OF VETERAN CLIENTS OF THE  
BOSTON UNIVERSITY DEPARTMENT OF COUNSELING SERVICE

Submitted by

John Frederick Pfau, III  
(A.B., Dartmouth College, 1946)

In partial fulfillment of requirements for  
the degree of Master of Education

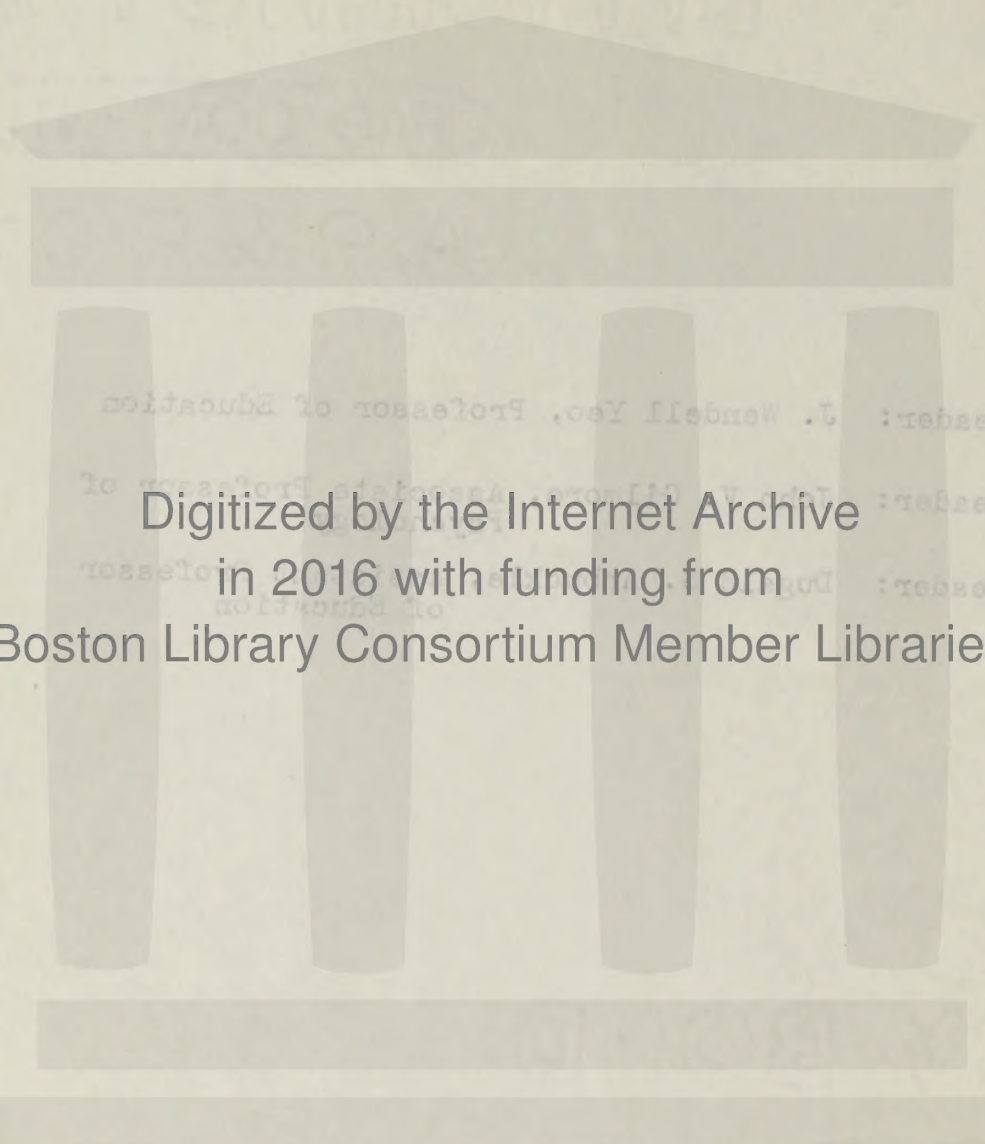
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	PAGE
I. INTRODUCTION	1
Statement of the problem	1
Objectives of the study	1
Definition of the problem	2
Organization of the Counseling service	2
Organization of the study group	2
Problems of the Counseling Department	2
II. PERSONNEL AND TECHNIQUES EMPLOYED	3
Selection of cases	3
Techniques employed	3
Organization of therapy form	11
First Reader: J. Wendell Yeo, Professor of Education	12
Second Reader: John V. Gilmore, Associate Professor of Psychology	12
Third Reader: Dugald S. Arbuckle, Assistant Professor of Education	12
III. RESULTS OF THE STUDY	13
1. General results of the study	13
2. Results of the study as related to the clients	13
3. Results of the study as related to the staff	13
4. Results of the study as related to the community	13
5. Results of the study as related to the future	13
6. Results of the study as related to the present	13
7. Results of the study as related to the past	13
8. Results of the study as related to the future	13
9. Results of the study as related to the present	13
10. Results of the study as related to the past	13
11. Results of the study as related to the future	13
12. Results of the study as related to the present	13
13. Results of the study as related to the past	13
14. Results of the study as related to the future	13
15. Results of the study as related to the present	13
16. Results of the study as related to the past	13
17. Results of the study as related to the future	13
18. Results of the study as related to the present	13
19. Results of the study as related to the past	13
20. Results of the study as related to the future	13
21. Results of the study as related to the present	13
22. Results of the study as related to the past	13
23. Results of the study as related to the future	13
24. Results of the study as related to the present	13
25. Results of the study as related to the past	13
26. Results of the study as related to the future	13
27. Results of the study as related to the present	13
28. Results of the study as related to the past	13
29. Results of the study as related to the future	13
30. Results of the study as related to the present	13
31. Results of the study as related to the past	13
32. Results of the study as related to the future	13
33. Results of the study as related to the present	13
34. Results of the study as related to the past	13
35. Results of the study as related to the future	13
36. Results of the study as related to the present	13
37. Results of the study as related to the past	13
38. Results of the study as related to the future	13
39. Results of the study as related to the present	13
40. Results of the study as related to the past	13
41. Results of the study as related to the future	13
42. Results of the study as related to the present	13
43. Results of the study as related to the past	13
44. Results of the study as related to the future	13
45. Results of the study as related to the present	13
46. Results of the study as related to the past	13
47. Results of the study as related to the future	13
48. Results of the study as related to the present	13
49. Results of the study as related to the past	13
50. Results of the study as related to the future	13
51. Results of the study as related to the present	13
52. Results of the study as related to the past	13
53. Results of the study as related to the future	13
54. Results of the study as related to the present	13
55. Results of the study as related to the past	13
56. Results of the study as related to the future	13
57. Results of the study as related to the present	13
58. Results of the study as related to the past	13
59. Results of the study as related to the future	13
60. Results of the study as related to the present	13
61. Results of the study as related to the past	13
62. Results of the study as related to the future	13
63. Results of the study as related to the present	13
64. Results of the study as related to the past	13
65. Results of the study as related to the future	13
66. Results of the study as related to the present	13
67. Results of the study as related to the past	13
68. Results of the study as related to the future	13
69. Results of the study as related to the present	13
70. Results of the study as related to the past	13
71. Results of the study as related to the future	13
72. Results of the study as related to the present	13
73. Results of the study as related to the past	13
74. Results of the study as related to the future	13
75. Results of the study as related to the present	13
76. Results of the study as related to the past	13
77. Results of the study as related to the future	13
78. Results of the study as related to the present	13
79. Results of the study as related to the past	13
80. Results of the study as related to the future	13
81. Results of the study as related to the present	13
82. Results of the study as related to the past	13
83. Results of the study as related to the future	13
84. Results of the study as related to the present	13
85. Results of the study as related to the past	13
86. Results of the study as related to the future	13
87. Results of the study as related to the present	13
88. Results of the study as related to the past	13
89. Results of the study as related to the future	13
90. Results of the study as related to the present	13
91. Results of the study as related to the past	13
92. Results of the study as related to the future	13
93. Results of the study as related to the present	13
94. Results of the study as related to the past	13
95. Results of the study as related to the future	13
96. Results of the study as related to the present	13
97. Results of the study as related to the past	13
98. Results of the study as related to the future	13
99. Results of the study as related to the present	13
100. Results of the study as related to the past	13



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## TABLE OF CONTENTS

CHAPTER	PAGE
I. INTRODUCTION	1
Statement of the problem	1
Limitation of the study	1
Justification of the problem	2
Description of the Counseling service	3
Description of the study group	5
Previous study of the Counseling Department	6
II. PROCEDURES AND TECHNIQUES EMPLOYED	8
Selection of cases	8
Techniques employed	8
Description of inquiry form	11
III. ANALYSIS OF THE DATA	12
Description of the clients	12
Localities represented by the clients	12
Age and sex of the clients	14
Educational level of the clients	16
Intelligence of the clients	19
How the clients happened to come	21
Branch of military service	23
Length of military service	24
Educational status of clients	26
Employment status of clients	30
Vocational goals or objectives of clients	34
IV. REPLIES TO QUESTIONNAIRES	37
Indications of benefits derived from counseling	37
Future services for the clients	39
Degree of benefits from counseling	42
V. OPINIONS EXPRESSED BY THE CLIENTS	44
Classification of responses	44
Criticisms made by clients	45
Kinds of help expected, not received	46
Suggestions offered by the clients	47
Unsolicited comments not included in questionnaire	49

# TABLE OF CONTENTS

CHAPTER		PAGE
I. INTRODUCTION		1
	Statement of the problem	1
	Limitation of the study	1
	Justification of the problem	2
	Description of the Counseling service	2
	Description of the study group	2
	Previous study of the Counseling Department	2
II. PROCEDURES AND TECHNIQUES EMPLOYED		8
	Selection of cases	8
	Techniques employed	8
	Description of inquiry form	11
III. ANALYSIS OF THE DATA		12
	Description of the clients	12
	Localities represented by the clients	12
	Age and sex of the clients	14
	Educational level of the clients	16
	Intelligence of the clients	19
	How the clients happened to come	21
	Branch of military service	23
	Length of military service	24
	Educational status of clients	26
	Employment status of clients	30
	Vocational goals or objectives of clients	34
IV. REPLIES TO QUESTIONNAIRES		37
	Indications of benefits derived from counseling	37
	Future services for the clients	38
	Degree of benefits from counseling	42
V. OPINIONS EXPRESSED BY THE CLIENTS		44
	Classification of responses	44
	Criticism made by clients	45
	Kind of help expected, not received	46
	Suggestions offered by the clients	47
	Unrelated comments not included in questionnaires	48



## TABLE OF CONTENTS (concluded)

CHAPTER	PAGE
VI. RECOMMENDATIONS	51
Case records	52
Psychometric reports	52
Occupational information	53
Final interview	53
Physical plant	54
Publicity	54
BIBLIOGRAPHY	55
APPENDIX	58
Test Scores on Three Intelligence Tests: Wechsler-Bellevue Intelligence Scale, the New Revised Stanford-Binet Test of Intelligence, and the Otis Quick-Scoring Tests of Mental Ability	19
How the Clients Happened to Come	21
Branches of the Armed Forces in which 136 Veteran Counselors Served During World War II	22
Length of Service in the Armed Forces as Reported by 136 Veterans Counseled by the Department	24
Clients Attending Educational Institutions at Time of Return of the Questionnaire	26
Clients Successfully Employed as Reported by 136 Counselors	30
Positions Being Held by 68 Counselors as Classified According to Dictionary of Occupational Titles	32
Vocational Goals or Objectives as Expressed by 116 Counseled Veterans	36





## LIST OF TABLES

TABLE	PAGE
I. Place of Residence of 511 Veterans Counseled	13
II. Age and Sex Distribution of 576 Clients	14
III. Age and Sex Distribution of 136 Clients Comprising the Questionnaire Group	15
IV. Educational Level Completed by Clients at Time of Initial Interview	17
V. Test Scores on Three Intelligence Tests: Wechsler-Bellevue Intelligence Scale, the New Revised Stanford-Binet Test of Intelligence, and the Otis Quick-Scoring Tests of Mental Ability	19
VI. How the Clients Happened to Come	21
VII. Branches of the Armed Forces in which 136 Veteran Counselees Served During World War II	23
VIII. Length of Service in the Armed Forces as Reported by 136 Veterans Counseled by the Department	24
IX. Clients Attending Educational Institu- tions at Time of Return of the Question- naire	26
X. Clients Gainfully Employed as Reported by 136 Counselees	30
XI. Positions Being Held by 63 Counselees as Classified According to Dictionary of Occupational Titles	32
XII. Vocational Goals or Objectives as Ex- pressed by 119 Counseled Veterans	35





## LIST OF TABLES

TABLE		PAGE
XIII.	Clients Indicating Specific Personal Benefits from Counseling	38
XIV.	Replies to Questions Regarding Future Services (Affirmative)	40

## FIGURE

I.	Percentage Reporting Some Benefit	42
II.	Percentage Reporting No Benefit	42

war world.

The Boston University Department of Counseling Service was quick to add its resources to the community program aiding the discharged veteran.

### I. THE PROBLEM

Statement of the problem.-- It was the purpose of this study (1) to review the services rendered by the Boston University Department of Counseling Service to these returning veterans; (2) to evaluate these services in terms of the opinions held by a representative group





## CHAPTER I

### INTRODUCTION

The cessation of hostilities of World War II started the return to civilian life of veterans who had to face their future with new and often complicated personal problems. For many, the time spent with the armed forces upset their original educational and vocational plans. They returned to the home front needing wise and sympathetic understanding and help. Their problems, however, were recognized by social agencies throughout the community and concerted efforts were made to help these veterans effect a smooth and intelligent adjustment to the post-war world.

The Boston University Department of Counseling Service was quick to add its resources to the community program aiding the discharged veteran.

#### I. THE PROBLEM

Statement of the problem.-- It was the purpose of this study (1) to review the services rendered by the Boston University Department of Counseling Service to these returning veterans; (2) to evaluate these services in terms of the opinions held by a representative group





of clients concerning the value of assistance received; and (3) to secure from clients served, suggestions for the improvement of the counseling program.

Limitation of the study.-- This study is limited to veterans who sought the assistance of the Boston University Department of Counseling Service during the period January 1, 1946 to December 31, 1946. An inspection of the Department's records revealed this twelve-month period to be the most representative and most comprehensive of services rendered to these clients classified as veterans. The cases included in the study, therefore, represent a sampling of the veterans served during this period.

Justification of the inquiry.-- Although guidance and counseling services have come to take prominent part in the programs of schools and institutions of higher education, there still exists a healthy degree of skepticism concerning the value of the services that are being offered. In order to meet this skepticism and at the same time to improve their programs, guidance agencies must necessarily make periodic objective evaluations of their services. The failure to meet this need with evaluative studies is perhaps one of the major weaknesses of many guidance services as indicated in a report by the Committee on Ethical Practices

*Criteria for Appraising a Vocational Guidance Agency, Report of the National Vocational Guidance Association Committee on the Ethical Practices in Vocational Guidance Agencies, James B. Davis, Chairman, Occupations, IX, (November, 1941), p. 54.*





in Vocational Guidance Agencies: <sup>1/</sup>

The greatest weakness of most agencies is the failure to follow up the results of the service. Guidance practices will always be questioned until sufficient objective evidence of their value is on record.

The war years put additional strains and burdens on all public service agencies and these strains were not automatically eased with the equally difficult adjustive period that followed the termination of active warfare. The Boston University Department of Counseling Service likewise suffered these burdens.

Although those who have been directing the Department of Counseling Service have fully recognized the need for evaluative follow-up studies, they have been hampered in meeting this need by lack of both time and personnel.

This study, then, is an attempt to fulfill a section of this need, namely, to review and partially to evaluate the services rendered by the Department to these clients classified as veterans of World War II.

Description of the Counseling Service.-- The present Department is an outgrowth of the Department of Student Counseling and Religious Activities established at Boston University by President Daniel L. Marsh in September, 1931.

<sup>1/</sup> "Criteria for Appraising a Vocational Guidance Agency," Report of the National Vocational Guidance Association Committee of the Ethical Practices in Vocational Guidance Agencies, Jesse B. Davis, Chairman, Occupations, XX, (November, 1941), p. 84.





Under the direction of the late Professor Warren T. Powell, the original department was organized for the purpose "of serving students seeking counsel upon personal, educational, vocational, religious and ethical problems, and to relate such students to those who could best assist them to meet their difficulties."

With the objectives of any counseling service a prime factor in evaluating its program and inasmuch as this study attempts to evaluate the Department by means of clients' opinions, it seems desirable to list at this time the principles adopted by the committee which set up the original organization. These principles follow:<sup>1/</sup>

1. Each student is different and requires individual consideration.
2. Relate the student whenever necessary to the objective and purpose of the University.
3. Utilize the valuable results of experiments in the use of tests and measurements in counseling.
4. Refer to departmental representatives all departmental problems.
5. Utilize the expert service in student counseling that our University affords.
6. Discover motives that help the student to solve his own problems.
7. Follow-up these students wherever possible.

<sup>1/</sup> Boston University Annual Reports of the President and Treasurer of the University, Vol. LVII(October, 1932).





During the years that followed the inception of this new University department, various steps were taken to increase the effectiveness and the scope of the services to meet the changing needs of the students. With these changes, new services were added to include greater cooperation with other community social agencies and schools. Now the Department stands with many allied services, both active and advisory, to schools, churches, and other agencies in the cities and towns surrounding Boston. For those interested in a more detailed history of the Department, a thesis by Thelma Stohr<sup>1/</sup> would prove worthwhile reading.

During the twelve-month period covered by this study, the Department maintained on its staff, three full-time, qualified counselors. In some instances, these counselors worked on several cases in cooperation with counselors of the Veterans' Center, a veterans' service sponsored by the Greater Boston Community Council. A staff of psychometrists, one qualified to administer personality tests of the projective type, a receptionist, and a secretary completed the office personnel.

Description of the Study Group.-- The study group was comprised of clients of the Boston University Department of Counseling Service classified as veterans of World War II

<sup>1/</sup> Thelma Stohr, "An Evaluation of the Services of the Boston University Department of Counseling to its Non-university Clients," unpublished Service Paper, Boston University, School of Education, 1945.

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who had come to the Department during the period January 1, 1946 to December 31, 1946. The veteran group under advisement of the Department during this period of twelve months was chosen for study because the data on these records had a uniformity which permitted finer comparisons. These particular cases also offered the most representative sampling of the entire veteran group, in that it included clients from all branches of the armed forces and auxiliaries, thereby permitting further valuable comparisons. These auxiliaries included the women's corps and the nurses corps.

Out of a total of 576 veteran cases handled by the Department during the period under study, eight or 1.4 per cent were female; 568 or 98.6 per cent were male. In age, the group ranged from 17 to 45 years. The mean age for the entire group was 22 years.

Previous study of the Counseling Department.-- In 1945, Thelma Stohr completed, as an unpublished Master's Service Paper, "An Evaluation of the Services of the Boston University Department of Counseling to its Non-university Clients."<sup>1/</sup> Miss Stohr selected as her study group, non-university clients who had come to the Department between September 1, 1943, and September 1, 1944. By means of a questionnaire of 20 items, and an inspection of the Department's case records on these clients, the Stohr Service study contains analyses of data on the counselees and an 1/ Thelma Stohr, op. cit.





evaluation of the service based upon the suggestions and criticisms of those having received counsel. From an analysis of replies returned from her study group, Miss Stohr concluded that a year after the counseling experience, many clients were attending schools that had been suggested to them, 50 per cent or more believed they had received most benefit from counseling in understanding their interests and aptitudes, less than 50 per cent felt the need of further testing, but about 30 per cent thought they would like to have more interpretation and more information about relevant vocational and educational possibilities. This study also showed that nearly 90 per cent of those replying indicated some degree of benefit from counseling. A listing of individual comments made by clients served showed how real the benefit was to some.

In a sense, this study is a parallel inquiry in that it, too, will be concerned to appraise the Department in terms of clients' opinions of values derived from its services.





## CHAPTER II

### PROCEDURES AND TECHNIQUES EMPLOYED

In order to make a complete analysis of the services rendered, together with a survey of the clients' opinions, the office records on each individual were studied carefully and a questionnaire was mailed to the selected group of clients.

Selection of cases.-- During the period under study, a total of 576 veteran clients were served by the Department. Of these, 65 were excluded from the study because their office records did not include all of the essential items of information required. With the remaining 511 clients, it was agreed that a selection of every other client, chronologically by date of first visit to the counseling office, would be both adequate and significant as a sampling to receive the questionnaire. There were, therefore, 255 clients who received through the mails, a questionnaire together with an explanatory letter. All analyses based on data from the office files cover the 511 clients whenever their records were sufficiently complete to be included in the tabulation of data.

Techniques employed.-- In the process of obtaining most of the factual information on the clients from the



CHAPTER II

PROCEDURES AND TECHNIQUES EMPLOYED

In order to make a complete analysis of the services rendered, together with a survey of the clients' opinions, the office records on each individual were studied carefully and a questionnaire was mailed to the selected group of clients.

Selection of cases.-- During the period under study, a total of 578 veteran clients were served by the Department. Of those, 52 were excluded from the study because their office records did not include all of the essential items of information required. With the remaining 526 clients, it was agreed that a selection of every other client, chronologically by date of first visit to the counseling office, would be both adequate and efficient as a sampling to receive the questionnaire. There were, therefore, 263 clients who received through the mail, a questionnaire together with an explanatory letter. All unanswered copies from the office files cover the 263 clients when even their records were sufficiently complete to be included in the tabulation of data.

Questionnaire employed.-- In the process of obtaining data on the actual information which clients from the



office records, each counselee's file folder was carefully studied. A separate file card was then made up for each client and data to be used in this study were transferred to these file cards. These data included the name, address, age, and sex of the client, the level of school completed at the time of the initial interview, and the score or scores on intelligence tests. The data from these findings are presented quantitatively in Chapter III of this study.

The questionnaire was to serve as a means of securing some additional up-to-date information as well as the reactions and opinions of the clients to the services they had received at the Department. It is these expressed and elicited opinions that serve as a basis for the criticisms and suggestions for the service, found in a following section of this study. It is not within the scope of this study to attempt to measure the degree of adjustment on the part of the individual clients.

At the end of the first week that questionnaires were returned by clients, 52 or 38.2 per cent responded. After a period of six weeks when the returns dropped sharply, a follow-up postal card notice was then sent to those who had at that time not returned their forms completed. This additional request brought in another 18 or 13.2 per cent, thereby making a total return of 136 or 53 per cent of the questionnaires. For a more detailed presentation of the questionnaire returns, a schedule of returns may be found





in the Appendix of this study.

While it is regrettable that a larger return was not received, it is felt that a reporting of the findings from the 136 responses would give adequate information and conclusions to the aims of the study.

Description of inquiry form.-- At the outset of this study, it was clearly recognized that the questionnaire approach held many scientific limitations, but inasmuch as only part of the findings of this report were to be based upon this method of approach, it was agreed that for this study, the questionnaire would be acceptable.

Koos<sup>1/</sup> has pointed out the many limitations of the questionnaire. But he has also indicated that there are certain types of studies where the use of the questionnaire is fully justified. This study is one that requires the use of such an instrument.

There was much experimentation with various questionnaire forms and presentations at the outset of this study. After consideration of a number of varied possible approaches, it was decided that for this report, allied so very closely with a similar follow-up study completed on "outside cases", or non-university clients, of the Boston University Department of Counseling Service, by Thelma Stohr<sup>2/</sup>, that the same questionnaire form as that used in the Stohr study

<sup>1/</sup> Leonard V. Koos, The Questionnaire in Education. New York: Macmillan, 1928.

<sup>2/</sup> Stohr, op. cit.





should be used. Some necessary additional items on the form were necessary, however, to obtain information relative to the service experience of clients, not recorded on their office records. It was felt also, that by the use of such a similar type of questionnaire instrument, additional significant comparisons might be made inasmuch as both studies were made on different groups of clients served by the same counseling bureau.

One of the major purposes of the questionnaire was to elicit free and frank expressions of opinions of veterans concerning their ideas of how the counseling service might be more effective. There was a definite intent to stay clear of numerous straight "yes" and "no" answers, in an attempt to motivate the client to express himself freely. This approach seems to have been justified by the unrestricted comments elicited from the clients. In many instances, some clients were moved to make full-page comments. Some even added personal letters presenting additional reactions to the Department. These comments are reproduced and are included in Chapters IV and V.

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### CHAPTER III

#### ANALYSIS OF THE DATA

Description of the clients.-- The first step was to secure information concerning certain characteristics of veterans served. The office records of the clients were inspected carefully. The information considered most important included:

1. localities represented by the clients
2. age
3. sex
4. education
5. intelligence

There were many instances where information within all these five areas was not available, but only the sixty-five cases, as previously mentioned, were so incomplete as not to be included at all in these analyses. The following presentation gives the quantitative results of these analyses.

Localities represented by the clients.-- Available from office records were the residence addresses of five hundred eleven of the clients. Table I shows the distribution of addresses by general areas. A listing of the individual cities and towns comprising this distribution may be found in the Appendix.





TABLE I  
PLACE OF RESIDENCE OF 511 VETERANS COUNSELED

Location	Number	Per Cent
Greater Boston	94	18.4
Massachusetts	364	71.2
Other New England States	40	7.8
States outside New England	13	2.6
Total	511	100.0

From the group of 511 clients, 94 or 18.4 per cent come from Greater Boston; 364 or 71.2 per cent came from Massachusetts, outside of Greater Boston, representing 89 cities and towns. There were 40 or 7.8 per cent who were residents of the other New England states, and 13 or 2.6 per cent were residents of states outside New England.

These findings follow closely the same pattern as revealed by the Stohr study,<sup>1/</sup> working with a different group of clients at the same counseling office. The great number of clients in this study coming from states outside New England is perhaps explained by the fact that in several instances, the clients were being processed for discharge from the armed forces at a local separation center. They sought the guidance of this counseling office while in this locality although their homes were more distant. These

1/ Stohr, op. cit.





cases, however, were the exception rather than the rule.

Age and sex of the clients.-- The office records supplied the age of the clients at the time of the initial interview. Table II indicates the age and sex of the entire veteran group of 576 clients on which this information was available.

TABLE II  
AGE AND SEX DISTRIBUTION OF 576 CLIENTS

Age Frequency	MALES		FEMALES		TOTAL	
	No.	Per Cent	No.	Per Cent	No.	Per Cent
16 - 20	92	16.2	0	0.0	92	16.0
21 - 25	282	49.6	2	25.5	284	49.3
26 - 30	109	19.2	3	37.5	112	19.4
31 - 35	27	4.8	1	12.5	28	4.9
36 - 40	6	1.1	0	0.0	6	1.0
41 - 45	1	0.2	0	0.0	1	0.2
Unknown	551	9.0	2	25.0	53	9.2
Total	568		8		576	

Mean Age: 22.1 years

The clients ranged in age from 17 to 45, with the largest number falling within the 21-25 year group. The mean age for the entire group of veteran clients during the period of the study was 22.1 years.

Within the questionnaire group only, there are marked similarities to the over-all group. Table III illustrates

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Age Frequency	MALES		FEMALES		TOTAL	
	No.	Per Cent	No.	Per Cent	No.	Per Cent
16 - 20	92	16.8	0	0.0	92	16.0
21 - 25	282	49.8	2	25.0	284	49.8
26 - 30	109	19.2	3	37.5	112	19.4
31 - 35	27	4.8	1	12.5	28	4.9
36 - 40	6	1.1	0	0.0	6	1.0
41 - 45	1	0.2	0	0.0	1	0.2
Unknown	51	9.0	2	25.0	53	9.2
Total	568		8		576	

Mean Age: 32.1 years  
The clients ranged in age from 17 to 45, with the largest number falling within the 21-25 year group. The mean age for the entire group of veteran clients during the period of the study was 32.1 years.  
Within the questionnaire group only, there are marked similarities to the over-all group. Table III illustrates



the age and sex distribution of those clients who returned the questionnaire.

TABLE III

AGE AND SEX DISTRIBUTION OF 136  
CLIENTS COMPRISING THE QUESTIONNAIRE GROUP

Age Frequency	MALES		FEMALES		TOTAL	
	No.	Per Cent	No.	Per Cent	No.	Per Cent
16 - 20	24	18.3	0	0.0	24	17.6
21 - 25	77	58.8	2	40.0	79	58.1
26 - 30	24	18.3	2	40.0	26	19.1
31 - 35	4	3.1	1	20.0	5	3.7
36 - 40	1	0.8	0	0.0	1	0.7
41 - 45	1	0.8	0	0.0	1	0.7
Total	131		5		136	

Mean Age 22.3 years

The total of 136 in this group was comprised of 131 males and 5 females. Here, too, as in the entire veteran group, there was a preponderance in the 21-25 age bracket. The Mean Age for the questionnaire group only is 22.3 years.

The predominance in ages above 20 years in the veteran group as a whole is to be expected inasmuch as the Army reported in 1942 that "the mean age of the soldiers was slightly over 21." Also to be expected is the great over-preponderance of males. Only a total of 8 or 1.4 per cent of the entire veteran group during this twelve-month period under study was

the age and sex distribution of those clients who returned the questionnaire.

TABLE III

AGE AND SEX DISTRIBUTION OF 131 CLIENTS COMPRISING THE QUESTIONNAIRE GROUP

Age Frequency	MALES		FEMALES		TOTAL	
	No.	Per Cent	No.	Per Cent	No.	Per Cent
16 - 20	24	18.3	0	0.0	24	17.6
21 - 25	77	58.8	2	40.0	79	58.1
26 - 30	24	18.3	2	40.0	26	19.1
31 - 35	4	3.1	1	20.0	5	3.7
36 - 40	1	0.8	0	0.0	1	0.7
41 - 45	1	0.8	0	0.0	1	0.7
Total 131			5		136	

Mean Age 22.5 years

The total of 136 in this group was comprised of 131 males and 5 females. Here, too, as in the entire veteran group, there was a preponderance in the 21-25 age bracket. The Mean Age for the questionnaire group only is 22.5 years. The preponderance in ages above 30 years in the veteran group as a whole is to be expected inasmuch as the Army reported in 1948 that "the mean age of the soldiers was slightly over 21." Also to be expected is the great over-preponderance of males. Only a total of 5 or 3.6 per cent of the entire veteran group during this twelve-month period under study was



female. Males represented 98.6 per cent of the 568 cases.

In comparison with the Stohr findings on non-university clients in 1942,<sup>1/</sup> with the largest number falling within the 16-20 age group and with a Mean Age of 16.5 years, the difference in the findings of the two study groups is to be expected. The Stohr group was primarily a high school group of clients seeking college and/or post-high school vocational guidance. The veteran group of this study comprises a more heterogeneous group.

Educational level of clients.-- The information on the educational level of the clients at the time of the initial interview at the office was supplied by the file records. Table IV indicates this distribution.

16	75	13.2
17	9	1.6
18	2	.4
Total		100.0

1/ Stohr, op. cit.





TABLE IV

EDUCATIONAL LEVEL COMPLETED BY CLIENTS  
AT TIME OF INITIAL INTERVIEW

School Years Completed	Number	Per Cent
8	3	.6
9	0	.0
10	2	.4
11	5	1.0
12	278	56.2
13	45	9.2
14	57	11.5
15	18	3.6
16	75	15.3
17	9	1.8
18	2	.4
Total	494	100.0

1/ Staff, op. cit.





Of the 494 cases on which educational information was available, it is interesting to note that of this group, only ten or 2.1 per cent had at that time not completed high school; that 210 or 42.4 per cent were graduates of secondary schools with no higher education; and that 143 or 26.9 per cent had from one to five years of higher education. Sixty-four clients, or 12.9 per cent had completed four years of college training, while a total of 11 or 8.0 per cent had up to two years of graduate training.

The Stohr study<sup>1/</sup> did not tabulate data on educational level of the clients, so no comparison is possible between the two groups within this area.

140-149	0	0	0
150-159	0	0	0
160-169	0	0	0
170-179	27	18	1
180-189	45	20	3
190-199	83	20	7
200-209	86	0	8
210-219	21	18	9
220-229	14	3	9
230-239	0	1	2
240-249	1	1	0
250-259	1	0	0
260-269	0	0	0
270-279	0	0	1
Totals	333	94	88

Median	181.90	187.20	113.20
Mean	181.38	188.31	110.05

1/ Stohr, op. cit.

Of the 494 cases on which educational information was available, it is interesting to note that of this group, only ten or 2.1 per cent had at that time not completed high school; that 210 or 42.4 per cent were graduates of secondary schools with no higher education; and that 143 or 28.9 per cent had from one to five years of higher education. Sixty-four clients, or 12.9 per cent had completed four years of college training, while a total of 11 or 2.0 per cent had up to two years of graduate training. The Storr study<sup>1</sup> did not tabulate data on educational level of the clients, so no comparison is possible between the two groups within this area.

<sup>1</sup> Storr, op. cit.



Intelligence test scores.-- The three most generally used intelligence tests for the veteran clients were the Wechsler-Bellevue Intelligence Scale, the New Revised Stanford-Binet Tests of Intelligence and the Otis Quick-Scoring Group Tests of Mental Ability. Available on record were the results of a total of these three tests administered. Table V illustrates the results of these tests.

TABLE V

TEST SCORES ON THREE INTELLIGENCE TESTS:  
WECHSLER-BELLEVUE INTELLIGENCE SCALE, THE NEW  
REVISED STANFORD-BINET TESTS OF INTELLIGENCE, AND  
THE OTIS QUICK-SCORING TESTS OF MENTAL ABILITY

Score Range	WECHSLER- BELLEVUE	BINET	OTIS
146-150	0	8	0
141-145	2	4	0
136-140	5	17	0
131-135	27	15	1
126-130	45	17	6
121-125	52	9	7
116-120	56	8	8
111-115	21	13	9
106-110	14	3	9
101-105	8	1	8
96-100	1	1	9
91- 95	1	0	3
86- 90	0	0	2
81- 85	0	0	0
76- 80	0	0	1
Totals	232	96	63
Median Scores	121.90	129.30	111.20
Mean Scores	121.25	128.31	110.05







It is encouraging to note that two fine clinical tests were most often administered, the Wechsler-Bellevue and the Binet Tests. The Wechsler-Bellevue was administered to 232 clients, the Stanford-Binet to 96 clients, and the Otis Quick-Scoring Test to 63 clients.

The general intelligence of the veteran clients as revealed by the results on these three tests, was decidedly above the intelligence level of the general public. This might be explained by the fact that of the 494 clients in this study on whom educational levels were available, 143 or 28.9 per cent had completed from one to six years of education beyond high school.

The Mean Scores on these three intelligence tests administered were: Wechsler-Bellevue, 121.25; Stanford-Binet, 128.31; and Otis, 110.05.

It will be seen that of the veteran group, the greatest number listed "recommendation by friends" as the source or reason of their visit, as listed in Table VI. The second largest group stating their sources, claimed their visit on "own initiative." In comparison with the Stohr findings, this is in slight reverse order: her figures show "own initiative" and "friends" as first and second sources, in that order. The lesser degree of referral on "own initiative" by the veteran groups might be explained by the fact that there was a decided effort on the part of all citizens and organizations to help "steer" veterans. But the high





TABLE VI  
HOW THE CLIENTS HAPPENED TO COME

Source	Number	Per cent
<b>Recommended by:</b>		
Friends	25	18.4
B.U. Students	13	9.6
Former Clients	10	7.4
<b>Suggested by:</b>		
College Professors	13	9.6
High School Heads	4	3.0
High School Teachers	5	3.7
Guidance Directors	3	2.2
Veterans Agencies	9	6.6
Veterans Administration	7	5.2
Y.M.C.A.	3	2.2
Church Workers	1	0.7
Physicians	1	0.7
Parents	4	3.0
Other Relatives	2	1.5
Former Employers	2	1.5
Employment Agency	1	0.7
Own Initiative	16	11.8
Not stated	17	12.5
<b>Total</b>	<b>136</b>	

Service Branches and Length of Service.-- The office records contained no uniform information on either the branch of service or the length of service of the veterans. Figures on this information were gleaned from the questionnaire group only. Table VII indicates the number of clients in the various branches of the service. Table VIII indicates the length of service seen by the clients.





percentage coming under "own initiative" does show a marked sense of self-direction on the part of these clients. It is noted with some satisfaction that the combined classification of veterans' services, including veterans' advisory councils, the Veterans' Administration and the Young Men's Christian Association were responsible for referrals of 19 or 13.97 per cent of the questionnaire group. It would seem that, although these agencies offered recognized guidance services, they had considerable recognition of the merits of the specialized services of the Boston University Department of Counseling Service in the areas of educational and vocational guidance. This also tends to reflect the cooperative nature and inter-agency attitude both during and following the War. This is indeed encouraging to note, for any agency serving clients with a variety of problems must necessarily be cognizant and quick to make referrals to appropriate agencies giving more specialized types of service. The records on file at the Department showed considerable work of this cooperative nature.

Service Branches and Length of Service.-- The office records contained no uniform information on either the branch of service or the length of service of the veterans. Figures on this information were gleaned from the questionnaire group only. Table VII indicates the number of clients in the various branches of the service. Table VIII indicates the length of service seen by the clients.





TABLE VII

BRANCHES OF THE ARMED FORCES IN WHICH 136 VETERAN  
COUNSELEES SERVED DURING WORLD WAR II

Branch of Service	Number	Per cent
Army	83	61.0
Navy	38	27.9
Marines	10	7.4
Coast Guard	1	0.7
Women's Army Corps	2	1.5
Army Nurse Corps	1	0.7
S.P.A.R.S.*	1	0.7
Total	136	100.0

\* Women's Reserve, U.S. Coast Guard Reserve

Mean Length of Service, 28.9 months.





Of the questionnaire TABLE VIII is to be noted that

**LENGTH OF SERVICE IN THE ARMED FORCES AS  
REPORTED BY 136 VETERANS COUNSELED BY THE DEPT.**

Months of Service (frequency)	Number	Per cent
11-15	4	2.9
16-20	1	0.7
21-25	20	14.7
26-30	14	10.3
31-35	32	23.5
36-40	27	19.9
41-45	16	11.8
46-50	9	6.6
51-55	4	2.9
56-60	4	2.9
61-65	3	2.2
66-70	1	0.7
71-75	1	0.7
Total	136	

Mean Length of Service, 28.9 months.





Of the questionnaire group, it is to be noted that 83 or 61.0 per cent of the clients served with the Army; 38 or 27.9 per cent served with the Navy; 10 or 7.4 per cent with the Marines, and 1 or 0.7 per cent with the Coast Guard. Of the women's auxiliaries, there was shown to be a total of 4 or 2.9 per cent among the questionnaire group. These women's auxiliaries broke down into two or 1.5 per cent in the W.A.C. (Women's Army Corps); and 1 or 0.7 per cent in both the Army Nurse Corps and the S.P.A.R.S. (Women's Reserve of the U.S. Coast Guard Reserve).

In length of service, the questionnaire group ranged from 15 to 75 months of service. The mean length of service for the group was 28.9 months.

Educational status of the clients.-- An important aspect of this study was to seek the educational status of the clients at a period which ranged well over a year after their initial office visits. Table IX shows the number of clients who had either continued pre-war education or had gone on for additional educational training.

been indicated to them, whereas 58 clients or 40.2 per cent said that the counseling experience had been helpful in school selection.

The findings of this study of clients attending educational institutions are unusually similar to the findings





TABLE IX

CLIENTS ATTENDING EDUCATIONAL INSTITUTIONS  
AT TIME OF RETURN OF THE QUESTIONNAIRE

Type of Institution	No.	Per cent
Colleges and Universities	78	57.3
Preparatory Schools	3	2.2
Academies	3	2.2
Special Schools	8	5.9
High Schools	2	1.5
Total attending	94	69.1

It is interesting to note from the questionnaire group that 78 clients or 57.3 per cent are in attendance at colleges or universities; three or 2.2 per cent are attending preparatory schools; three or 2.2 per cent are in attendance at academies; eight or 5.9 per cent are attending special schools. Two or 1.5 per cent have returned for completion of high school courses.

Twenty-eight clients, or 20.6 per cent of those attending schools stated on the questionnaire that the school had been indicated to them, whereas 55 clients or 40.2 per cent said that the counseling experience had been helpful in school selection.

The findings of this study of clients attending educational institutions are unusually similar to the findings





in the Stohr study.<sup>1/</sup> Miss Stohr reported a similar figure of 69.3 per cent attending educational institutions of some nature. With her group, 27.8 per cent stated that the school had been indicated to them at the time of office interviews, and 58.6 per cent felt that the counseling service had been helpful to them in the choice of a school.

The great similarities in the findings of these two studies would seem to indicate that approximately two-thirds of the Department's clients go on to attend educational institutions, and a great majority of these seem to gain helpful information from the Department in the selection of schools.

A listing of the individual schools and colleges represented by the veterans in attendance at the time of the questionnaire's return, follows:

Babson Institute (5)  
 Bryant and Stratton (2)  
 Burdett  
 E.E. School of Art (2)

#### Preparatory Schools:

Berkeley Preparatory School  
 Browne and Nichols  
 Hunter Hall

#### Academies:

Bridgton Academy  
 Cushing Academy

1/ Stohr, op. cit.





## SPECIAL EDUCATIONAL INSTITUTIONS REPRESENTED

### Colleges and Universities:

Boston University (35)  
 Bowdoin  
 Brigham Young  
 Cornell (3)  
 Curry College  
 Dartmouth (3)  
 Harvard (4)  
 Indiana University  
 Northeastern University (2)  
 Pennsylvania Military College  
 Princeton  
 Rhode Island State College  
 Sampson College  
 Suffolk University (2)  
 Tufts  
 University of Maine (2)  
 University of Massachusetts (2)  
 University of Miami  
 University of New Hampshire (2)  
 Veterans College of California  
 Washington College  
 Yale University

### Specialized Colleges:

Babson Institute (3)  
 Bryant and Stratton (2)  
 Burdett  
 N.E. School of Art (2)

### Preparatory Schools:

Berkeley Preparatory School  
 Browne and Nichols  
 Manter Hall

### Academies:

Bridgton Academy  
 Cushing Academy  
 Lawrence Academy





### Special Schools:

Boston Business Institute  
 McPhail School of Salesmanship  
 Phil Saltman Piano Studios  
 Progressive Institute of Photography  
 Schillinger House  
 Technical Institute of Williamsport, Pennsylvania  
 Technical School of Boston  
 Vesper George School of Art

### High Schools:

Belmont High School  
 Reading High School

Extent of Employment	Number	Per cent
Full-time employment	59	58.7
Part-time employment	34	26.0
Total employed	73	53.7
Not employed	63	46.3
Total	136	

It is noted with interest the comparatively large number of clients who were gainfully employed, both full-time and part-time at the time of returning the questionnaire. Of the 136 clients, a total of 73, or 53.7 per cent were gainfully employed. Of these, 59 clients or 58.7 per cent were employed on a full-time basis, while 34 or 26.0 per cent were employed on a part-time arrangement.

The questionnaire returns also indicated that of the 63 clients who were then attending schools and colleges, 34 or 53.8 per cent were working simultaneously on a part-





Employment status of clients.-- Equally important in this study, along with the educational status of the clients at the time of follow-up, was the employment status of the veterans. Table X lists the respective figures on clients gainfully employed.

TABLE X

CLIENTS GAINFULLY EMPLOYED AS  
REPORTED BY 136 COUNSELEES

Extent of Employment	Number	Per cent
Full-time employment	39	28.7
Part-time employment	34	25.0
Total employed	73	53.7
Not employed	63	46.3
Total	136	

It is noted with interest the comparatively large number of clients who were gainfully employed, both full-time and part-time at the time of returning the questionnaire. Of the 136 clients, a total of 73, or 53.7 per cent were gainfully employed. Of these, 39 clients or 28.7 per cent were employed on a full-time basis, while 34 or 25.0 per cent were employed on a part-time arrangement.

The questionnaire returns also indicated that of the 95 clients who were then attending schools and colleges, 34 or 35.8 per cent were working simultaneously on a part-





time basis. These figures seem to follow closely the general pattern of G.I. students attending schools and colleges in the immediate postwar period. These figures also show, in direct contrast to the figures on the Stohr group,<sup>1/</sup> a difference between the two groups: the Stohr study revealed that 30 per cent of that group were employed, the remaining 70 per cent not being gainfully employed. This contrast is to be expected inasmuch as the Stohr group was comprised of a much lower age and a lower educational level generally.

In this study group of 39 veterans in full-time employment, 17 or 43.6 per cent stated that their particular type of work had been indicated to them during their interviews at the counseling office.

A listing of the specific positions held by counselees as reported on their returned questionnaires is tabulated in Table XI which follows.

1/ Stohr, op. cit.





TABLE XI

POSITIONS BEING HELD BY 63 COUNSELEES AS CLASSIFIED  
ACCORDING TO DICTIONARY OF OCCUPATIONAL TITLES

Classification of Position	Full Time	Part Time	Totals
<u>Professional and Managerial</u> . . . . .			14
<u>Professional</u> . . . . .			7
Advertising Writer		1	
Chemist	1		
Engineer	1		
Camp Nurse		1	
Teacher	1		
Training Officer		1	
Meteorologist	1		
Semi-professional . . . . .			2
Photographer	1		
Lab technician	1		
<u>Managerial</u> . . . . .			5
Purser	1		
Purchasing Agent	1		
Sales Manager	2		
Transitman	1		
<u>Clerical and Sales</u> . . . . .			27
<u>Clerical and kindred</u> . . . . .			14
Airplane dispatcher	1		
Bookkeeper		1	
Clerk		3	
Bank Teller		1	
Insurance clerk		2	
Proof reader		1	
File clerk	1		
Comptometer opr	1		
Shipping clerk	1		
Secretary	1		
Passenger agent	1		
Sales and kindred . . . . .			13
Insurance agent	2		
Sales clerk		2	
Salesman	9		
<u>Service</u> . . . . .			6
<u>Domestic</u> . . . . .			3
Cook		1	
Bellboy		1	
Counterma		1	
<u>Personal</u> . . . . .			1
Hairdresser	1		







TABLE XI (concluded)

Classification of Position	Full Time	Part Time	Totals
<u>Service</u> . . . . .			6
Protective . . . . .			2
Fireman . . . . .	1		
F.B.I. . . . .	1		
<u>Agriculture - Fishing - Forestry</u> . . . . .			1
Agriculture . . . . .			1
Gardening . . . . .		1	
<u>Skilled</u> . . . . .			7
Baker . . . . .	1		
Optical worker . . . . .		1	
Construction worker . . . . .		2	
Dry cleaning . . . . .		1	
Auto mechanic . . . . .		1	
Radio Repairman . . . . .		1	
<u>Semi-skilled</u> . . . . .			3
Lathe Operator . . . . .	1		
Chauffeur . . . . .	1		
Expediter . . . . .	1		
<u>Unskilled</u> . . . . .			5
Papermill wrkr . . . . .	1		
Factory worker . . . . .		1	
Laborer . . . . .		3	





Table XI indicates a total of 63 counselees reporting employment. Of this group, 36 were engaged in full-time employment and 27 reported part-time positions. Within the various classifications of the Dictionary of Occupational Titles, it is interesting to note that out of a total of 14 counselees engaged in Professional and Managerial positions, that 11 were full-time and 3 part-time; in Clerical and Sales, out of a total of 27, 17 counselees were employed full-time, 8, part-time; in the Service occupations, totaling 6 counselees, 3 were full-time and 3, part-time employees; in Agriculture, 1 counselee was employed part-time; in Skilled, 1 was full-time and 6 were in part-time employment; in Semi-skilled, a total of 3 were engaged in full-time positions; and in Unskilled positions 1 was a full-time worker and 4 were in part-time work.

Vocational goals or objectives.-- The return of questionnaires from the veterans also presented findings regarding the vocational goals or objectives of the individuals. Table XII presents the findings in this area.





TABLE XII  
 VOCATIONAL GOALS OR OBJECTIVES AS EXPRESSED  
 BY 119 COUNSELED VETERANS

Goal	Number	Per cent
New goal	64	47.1
Not a new goal	55	40.4
Total expressing goals	119	87.5
No reports	17	12.5

From the questionnaire group, then, an analysis of the returns showed that 64 clients or 47.1 per cent had set up new goals as a result of the counseling; 55 veterans, or 40.4 per cent reported no new goal, and 17 or 12.5 per cent made no comment on this particular question.

Some of the objectives listed by individual veterans are listed on the following page.





## TYPICAL OBJECTIVES LISTED BY CLIENTS

Accounting (6)	Medicine
Advertising (6)	Ministry
Art	Meteorology
Automotive	Music
Business (6)	Optometry (2)
Commercial Art	Purchasing
Commercial design	Purser
Copywriting	Psychology
Electrical engineer	Publishing
Engineering (3)	Real Estate
Editing	Sales (3)
Higher Education (6)	Social Service (3)
Insurance	Teaching (3)
Law (2)	Veterinarian
Nursing	Writing (2)
Marketing (2)	





TABLE XIII  
CHAPTER IV

REPLIES TO QUESTIONNAIRES

The quantitative analyses following throughout this chapter are based upon information and data received on the questionnaires returned by the clients. With a total of 136 questionnaires returned, all percentages as reported in the following tables are on the basis of that total.

Indications of benefits from counseling.-- In a pointed question asking the client the way that the counseling service was the most helpful to them, the returned questionnaires revealed opinions as expressed by the veterans themselves. These opinions are indicated in Table XIII.

It indicates that the greatest degree of benefit given the individuals was in the area of a better understanding of their abilities and aptitudes. In the area of personality there was a comparatively lesser degree of benefit of understanding according to the responses of the clients.

In the examination of information of educational and occupational requirements and opportunities, the areas of occupational information would seem to be the weaker of the two.

-37-

It is interesting to discover the findings of this study to follow closely the same pattern as revealed by the Stahr findings. ✓  
✓ Stahr, p. 111.





TABLE XIII

CLIENTS INDICATING SPECIFIC PERSONAL  
BENEFITS FROM COUNSELING

Manner of Benefit	No.	Per cent
Better understanding of:		
Abilities	85	62.5
Interests	31	22.8
Aptitudes	84	61.7
Personality	15	11.0
Better knowledge of:		
Educational opportunities	24	17.6
Educational requirements	37	27.2
Occupational opportunities	30	22.1
Occupational requirements	24	17.6

In the areas of benefit to the clients, the statistics indicate that the greatest degree of benefit given the individuals was in the area of a better understanding of their abilities and aptitudes. In the area of personality there was a comparatively lesser degree of benefit of understanding according to the responses of the clients.

In the dissemination of information of educational and occupational requirements and opportunities, the areas of occupational information would seem to be the weaker of the two.

It is interesting to discover the findings of this study to follow closely the same pattern as revealed by the Stohr findings.<sup>1/</sup>  
1/ Stohr, op. cit.





in this area. There was likewise in the earlier study, a significantly smaller degree voicing satisfaction with occupational information. These studies combined might tend to indicate a certain area weakness of the counseling service. Several remarks in the candid opinions as expressed by the clients on the questionnaire seemed also to bear out this deficiency.

Future services for the clients.-- Five items on the questionnaire sought the clients' reactions to the need of additional or follow-up services by the Department. Table XIV shows the extent to which the clients indicated these needs.

Did you feel the need of more detailed information about the school we suggested?	4	8.0	0	0.0	23	29.0
May we look forward to a visit from you in the near future?	23	57.5	12	11.8	47	54.5





TABLE XIV

## REPLIES TO QUESTIONS REGARDING FUTURE SERVICES (Affirmative)

Question	Definitely		Possibly Necessary		Not	
	No.	%	No.	%	No.	%
Do you feel the need of additional specific tests ?	30	22.1	12	8.8	84	61.7
Would you like to go back over the test results to see what further plans might be suggested ?	63	46.3	10	7.4	57	41.9
Do you feel the need of more detailed information about the occupation we suggested ?	47	34.5	0	0.0	42	30.9
Do you feel the need of more detailed information about the school we suggested ?	4	2.9	0	0.0	53	39.0
May we look forward to a visit from you in the near future ?	51	37.5	16	11.8	47	34.5

Felt a need for additional school information; while a larger group, 30.7 per cent, desired additional occupational information. A similar percentage, 33.5 per cent, expressed a definite desire to return to the Department for another visit.

The great similarities in the findings of these two study groups indicate a need for greater attention to the area of occupational information. Approximately 35 per cent indicated a desire for an additional office visit.

1/10/55, op. cit.





The statistics in this table (Table XIV) indicate that only 30 clients or 22.1 per cent of those responding felt the need of additional specific tests; 84 or 61.7 per cent indicated no need of additional testing. The desire to go over test results again, was expressed by 63 or 46.3 per cent, while 10 or 7.4 per cent thought they might possibly like to do this. Only 4 or 2.9 per cent indicated need for more detailed information about the school that was suggested; whereas 47 or 34.5 per cent expressed a need for additional information about suggested occupations. Fifty-one clients or 37.5 per cent indicated a definite desire for an additional visit to the Department.

These findings parallel closely the data in the Stohr study.<sup>1/</sup> The Stohr findings indicated 16 per cent felt the need of additional testing; 40 per cent wanted to go over test results again. An equally small group, 6.7 per cent felt a need for additional school information; while a larger group, 20.7 per cent, desired additional occupational information. A similar percentage, 33.3 per cent, expressed a definite desire to return to the Department for another visit.

The great similarities in the findings of these two study groups indicate a need for greater attention to the area of occupational information. Approximately 35 per cent indicated a desire for an additional office visit.

<sup>1/</sup> Stohr, op. cit.





Degree of benefits from counseling.-- A study of the questionnaire returns was made to determine the number of clients reporting some degree of benefit derived from the counseling experience. Figures I and II show the extent of benefit received by the clients, as reported by them.

Percentage Reporting Some Benefit

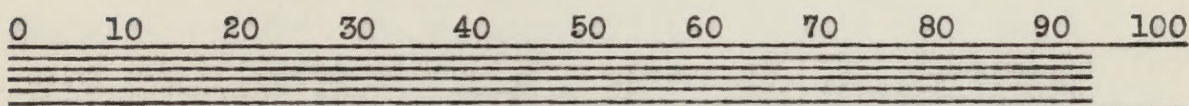


FIGURE I

Percentage Reporting No Benefit

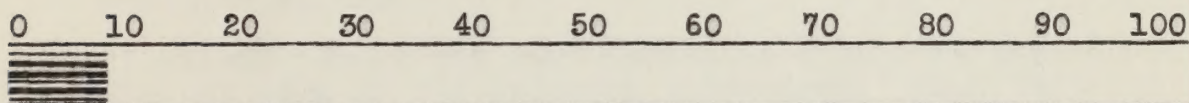


FIGURE II

It is encouraging to note that 125 or 92 per cent of the clients reported some degree of personal gain from the counseling experience. Only 11 or 8 per cent reported definitely that they had received no help.

These figures follow very closely the similar findings by Miss Stohr.<sup>1/</sup> Of her group, 90 per cent reported some degree of benefit while 10 per cent definitely felt that they had not been helped.

1/ Stohr, op. cit.





The similarity of these findings would seem to indicate, according to the opinions of the counselees, that some degree of benefit is derived by approximately 90 per cent of the clients of the counseling service.

Because of the diverse nature of the opinions expressed by the clients, a pure statistical report is not possible. However, there were general categories within the opinions of the clients that can be grouped to give a synopsis of opinions. These categories follow in numerical importance:

18 clients or 14 per cent felt that the service was too general in nature; they felt the need of more specific help; they said that the analyses were not definite enough.

15 clients or 12 per cent indicated a lack of sufficient time in the personal interviews. They felt that the final interview was too hurried. They suggested a more searching interview at the conclusion of the counseling experience; more opportunity to talk with counselors; more opportunity to discuss test results.

14 clients or 11 per cent, criticized the psychometric reports. These clients suggested better written report of test scores and interpretation for reference in the future.

10 clients or 7.6 per cent, criticized the lack of education information. These clients expressed a need for more college information regarding the admission possibilities, etc.

9 clients, or 6.9 per cent, felt a need for more specific occupational information; more information on actual "occupational opportunities." They also suggested more specific suggestions in this area.





## CHAPTER V

### OPINIONS EXPRESSED BY CLIENTS

Classification of Responses.-- Because of the diverse nature of the opinions expressed by the clients, a pure statistical report is not possible. However, there were general categories within the opinions of the clients that can be grouped to give a consensus of opinions. These categories follow in numerical importance:

19 clients or 14 per cent felt that the service was too general in nature; they felt the need of more specific help; they said that the analyses were not definite enough.

15 clients or 12 per cent indicated a lack of sufficient time in the personal interviews. They felt that the final interview was too hurried. They suggested a more searching interview at the conclusion of the counseling experience; more opportunity to talk with counselors; more opportunity to discuss test results.

14 clients or 10 per cent, criticized the psychometric reports. These clients suggested better written report of test scores and interpretation for reference in the future.

10 clients or 7.4 per cent, criticized the lack of education information. These clients expressed a need for more college information regarding the admission possibilities, etc.

9 clients, or 6.6 per cent, felt a need for more specific occupational information; more information on actual "occupational opportunities." They also suggested more specific suggestions in this area.







4 clients, or 2.9 per cent, suggested more specific help with job placement.

4 clients, or 2.9 per cent, criticized the physical plant of the Counseling Department, maintaining that there was too much noise and confusion.

3 clients, or 2.2 per cent suggested a more realistic interpretation of the college admissions situation.

Criticisms made by clients.-- In answer to the question, "What criticism would you make as a result of your experience as a client ?", the following selected comments are representative of the criticisms:

"Insufficient time spent in interpreting the test results."

"I suggest more discussion with an able counselor after the tests, i.e., a longer and deeper discussion."

"A brief written discussion of test results for future reference to supplement the usual interview because of time lapse between tests and action taken."

"The tests are apparently intended for college freshmen. . . . they should be broadened for the older veterans who have graduated from school and are now floundering. "

"There should be a follow-up interview sometime after the original one."

"Perhaps a more personal interview at the end of the process . . . I believe the interviewer should have more opportunity to 'size up' his client by personal observation."

"Not enough thorough testing in all fields."

"You are all too impersonal."

"Occupational opportunities in Boston should be given to the client."

"Tests should be extended over two days."







"The conditions and presentations of the tests were very favorable."

"No adverse criticism; the tests and interviews were most helpful with my problems."

"Very much pleased with the manner in which the tests were conducted and the personal attention I received."

"I wish that many of my friends could take your interview."

"I was completely satisfied."

Kinds of help expected, not received.-- The following statements have been selected from among the comments voiced by the clients in answer to the question, "What help did you expect to get but perhaps did not receive ?" :

"I had hoped to get more detailed counseling regarding test results, aptitudes and opportunities."

"Suggestions on a vocation where abilities could be utilized."

"More suggestions as to other occupations for which I might be suited."

"I had hoped to find some particular field for which I had special qualification."

"Perhaps I expected too much but I failed to get help in making a decision regarding an occupation."

"Definite information or plan for which I am suited."

"Securing definite leads or assistance in locating employment in line with test results."

"Suggestions of more educational institutions accepting new students."

"A better understanding of myself for future employment."

"I had hoped to get definite ideas as to the best field of endeavor to enter or help in picking out a school that might offer such a course."





"A little more help in selecting a school."

"The educational requirements of different types of jobs and whether or not it was advisable to make an occupational change."

"Perhaps not enough understanding of the difficulties involved in readjustment from war to peace."

"More specific results from the tests."

"The information received was helpful."

"Desired help was given."

"I am satisfied with the help that you gave."

"I received more than I expected to."

"I was treated very kindly and received what I wanted to."

"I was more than satisfied with the help received."

"I received all the help that I desired at that time."

"I received more than I thought possible."

Suggestions offered by the clients.-- In answer to the question, "What suggestions would you have to offer for improving our service ?" , the clients expressed themselves freely. The following comments taken from these opinions are typical:

"All suggestions you have to offer a person who takes your tests should be given to him or her on paper. I find it difficult even now to remember what you suggested to me in my interview."

"It may help those who plan to attend college, if you had applications for many or all colleges at hand which could be filled out right there. Possibly the results on tests and the conclusions made by the counselor could be added by you to the completed application of the future student. I believe this plan might speed up the process and possibly better the applicant's chances of admission to college."





"Be more specific in final analyses."

"I would suggest that you initiate a type of personnel index service so that clients could become aware of job vacancies."

"Publicize your office more widely. For example, many veteran college students urgently need advice or reassurance that their current choices and decisions are wise."

"Possibly you might try to break down vocations on an elimination basis to try to help the individual ascertain the best line he should follow."

"I think it would help others if you could have specific tests that would not only tell what field of work a person should enter, but also, what type of job in that field."

"Don't tell a person his chances of getting into school are good if they are really not so good."

"The only thing I would suggest is a verbatim copy of the test interpretations."

"I suggest a cooperation between the counseling service and alumni - for undergraduates who need advice (professional and practical) and contacts."

"I would suggest a bit more wholesome friendly atmosphere. Lose some of the austerity that surrounds the office."

"Lengthen time allowed for discussing results and prepare the client to ask questions."

"Better and more comprehensive analyses."

"More personal advice."

"Suggest educational institutions accepting new students. I would also suggest additional efforts in attempting to place clients in schools."

"Appreciate fact that the service is rushed, but feel that insufficient time is spent with each person."

"Closer relations with clients by checking on progress made after leaving interview."

"Take a friendly interest in your clients and give them complete details regarding their outcome on all tests."







"I think the services offered should be given much greater publicity and integrated into the normal program of study at Boston University."

"Your services suited my needs very well and I see little if anything, to be improved."

"Your services seemed very satisfactory to me as a client and I thank you again for your services."

"I have nothing to suggest. I was very much satisfied."

Unsolicited comments not included in questionnaire.--

Many of the clients answering the questionnaire were moved to comments not solicited by direct questions. Some went into detail regarding some procedure in the counseling experience that irritated them personally. On the other hand, many expressed themselves freely in praise of the help received. A few even included separate letters of appreciation for services rendered. Some comments follow:

"Another point I wish to bring out is that after the interview I had with you that I was as much confused as before. The only thing I did gain by the already-mentioned interview was the knowledge that my interest and aptitude both lay in the same direction. However, you did not suggest a school wherein I could develop my aptitude nor did you suggest any way in which I should prepare myself to enter such a school should I through any means find it. The result was, as I've already said, utter confusion in my mind."

"Unfortunately, I left with a sour taste in my mouth but now I am glad to see an effort is being made to improve your facilities. I hope that in the future young men will be given the aid and counseling that they really need."





"I would like to add that as for the follow-up interview, it might be advisable to have it within a definite period after the original tests and conferences have been completed. The original results might then be re-evaluated in the light of the possibility of new conditions and influences."

"I feel that more conservative programs of education should be outlined and more of the smaller schools be recommended as possibilities with conditions in colleges being what they are now."

"I was highly impressed by the coverage of material and the number of different marks and classifications that resulted from the tests - but - all the marks, etc., meant absolutely nothing to me except that I was advised to do only two things: (1) that I had a lot of creative ability; (2) that I would not succeed in anything requiring great concentration. But my personal thanks for your advice even though it wasn't all I expected."

"On the whole, your department appears to be doing a good job and does fulfill a need for sound advice that I am sure every veteran re-entering civil life must feel in need of."

"Although I do not mean to be critical, of your counseling service, I cannot truthfully say that it helped me very much. I believe the reason for this fact was that I had no idea what I wanted, and after seeing you people the same problem existed."

"May I add that the personal interview at the end of the test was the 'prod' that was needed. The counselor gave me substantial advice to work on and confidence in myself."





CHAPTER VI  
RECOMMENDATIONS

During the inspection of the office records in compiling much data, and throughout the development of this study, the author was able to see at close range the workings of the department and the reactions of many of its veteran clients to the services. The foregoing chapters have been intended as a presentation of the services rendered by the Department and a composite picture of the opinions and reactions, both questioned and expressed, by these veteran clients.

Since the time that the clients covered in this study were under interview at the Department, many changes have been made in the organization and physical layout of the office.

The entire department has been revamped with an aim at greater service. These changes have brought about definite improvements over former conditions. Many of these changes, too, are changes that were suggested by some of the clients in response to the questionnaire used in this study. These changes are gratifying to recognize as indications of the constant aim of guidance bureaus toward growth and self-improvement, to meet the constantly





changing needs of the clients that seek guidance services.

From the opinions expressed by the clients on the questionnaire, and from the author's work in collecting data from the office records, the following suggested recommendations are offered:

Case Records.-- In the case of veteran clients of the department, it is suggested that appropriate forms be used, or provisions made on current data sheets, on which uniform data might be recorded regarding the veterans' military service: branch of service, length of service, rate or rank, description of duties, and tour of duty. Such uniform information was not readily available from the records at the time this study was undertaken.

It is also suggested that some more uniform method of reporting or filing test scores in the file folders, be considered.

Psychometric Reports.-- From the expressed viewpoints of the clients under study, there had been apparently no uniform or consistent type of psychometric report form. A considerable number of the clients expressed need for more "understandable" type of report on test results. Many of these complained that the reports they had received were too statistical, that they merely reflected meaningless figures and percentiles to them. They expressed a need for a more "conversational" type of report on what the results really meant.





Occupational information.-- As a result of the clients' opinions regarding occupational information as dispensed by the office, the department might well evaluate this phase of its services. Not only was a weakness in occupational information indicated by the tabulated response to this item on the questionnaire, but several clients reiterated this fact in their free expressions. A small number of clients suggested that the department offer more information relative to actual job openings and placement possibilities in the surrounding localities. Some requested placement service. These last two suggestions lead to the suggestion that the department make known to the clients more generally the services of the Federal and State employment offices and for Boston University students, the Placement Service maintained for them.

Final interview.-- A subject of much concern to a significant number of the clients was the pointed fact that the final interview was usually too short, too hasty. These clients indicated that their counseling experience had built up to this climax and then at the time of the final conference, they did not have sufficient time in which to go over results and discuss plans with the counselor. A few suggested breaking the final interview up into two meetings. The first in which the counselor would explain the test results in clear terms. The second to follow a few days later, during which time the counselee could think of





questions which usually arise. In this second, later meeting, then, these questions could be answered; otherwise, they would go unanswered, they maintained.

Physical plant.-- Some attention should be paid to the physical arrangements of the Department's offices. Several clients mentioned that the testing room was not sufficiently quiet for good test work. As already mentioned, the recent changes in departmental arrangements are a step in this direction.

Publicity.-- Although it is not usually the policy of a good guidance service to advertise in the usual sense of the word, it is important, however, that a good ethical program of public relations be established by any such bureau. A few clients were moved to express that they had been helped so greatly by the Department that they felt that more college students should be informed of the available services. The Department has, through its allied services to schools and other agencies, promoted its services. It is suggested that the Department consider and study its services in the light of a rounded public relations program.

From the recommendations singled out in this chapter, the reader is not to infer that the Department is without commendable points. Many of the clients' expressed opinions listing the helpful services of the Department, found in Chapter V, are in themselves tributes to the work that the Department of Counseling Service accomplishes.





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# RESIDENCE DISTRIBUTION OF CLIENTS

## GREATER BOSTON

## TOTALS

Dorchester	23
Boston	18
Roxbury	10
Brighton	8
Allston	7
East Boston	7
Jamaica Plain	6
West Roxbury	6
Mattapan	4
Hyde Park	3
Roslindale	3
South Boston	2
Charlestown	1

## MASSACHUSETTS (Outside Boston)

## APPENDIX

Cambridge	23
Malden	20
Newton	18
Winchester	12
Medford	11
Concord	10
Needham	10
Somerville	10
Lynn	9
New Bedford	8
Brookline	8
Mattitash	8
Salem	7
Lawrence	6
Arlington	6
Haverhill	6
Melrose	6
Wilton	6
Worcester	6
Quincy	6
Reading	6
Springfield	6
Worcester	6
Beverly	4
Brockton	4
Weymouth	4
Winthrop	2





RESIDENCE DISTRIBUTION OF CLIENTS

GREATER BOSTON

TOTALS

Dorchester	22
Boston	18
Roxbury	10
Brighton	9
Allston	7
East Boston	7
Jamaica Plain	5
West Roxbury	5
Mattapan	4
Hyde Park	2
Roslindale	2
South Boston	2
Charlestown	1

MASSACHUSETTS (Outside Boston)

Cambridge	23
Malden	20
Newton	19
Winchester	12
Medford	11
Concord	10
Needham	10
Somerville	10
Lynn	9
New Bedford	9
Brookline	8
Marblehead	8
Belmont	7
Lawrence	6
Arlington	5
Haverhill	5
Melrose	5
Milton	5
Norwood	5
Quincy	5
Reading	5
Springfield	5
Swampscott	5
Beverly	4
Brockton	4
Weymouth	4
Winthrop	4





# MASSACHUSETTS (Outside Boston)

## TOTALS

Andover	3
Braintree	3
Everett	3
Lowell	3
Milford	3
Revere	3
Salem	3
Stoughton	3
Wakefield	3
Waltham	3
Worcester	3
Blandford	2
Bridgewater	2
Chelsea	2
Chestnut Hill	2
Dedham	2
Framingham	2
Franklin	2
Gloucester	2
Greenfield	2
Holbrook	2
Hopedale	2
Leominster	2
Lexington	2
Lincoln	2
Marshfield	2
Methuen	2
Newburyport	2
Plymouth	2
Randolph	2
Saugus	2
Somerset	2
Squantum	2
Uxbridge	2
Walpole	2
Watertown	2
Woburn	2
Wollaston	2
Amesbury	1
Ashby	1
Athol	1
Ayer	1
Bedford	1
Berkeley	1
Bournedale	1
Canton	1





# MASSACHUSETTS (Outside Greater Boston)

## TOTALS

Cohasset	1
Danvers	1
Fall River	1
Fayville	1
Foxboro	1
Gardner	1
Greenwood	1
Hanover	1
Hingham	1
Hinsdale	1
Holliston	1
Hopkinton	1
Hudson	1
Longmeadow	1
Manchester	1
Mendon	1
Millis	1
Minot	1
Mansfield	1
Natick	1
Northampton	1
North Attleboro	1
Orange	1
Oxford	1
Peabody	1
Pittsfield	1
Rockland	1
Scituate	1
Sharon	1
Shrewsbury	1
Southboro	1
South Windham	1
Stoneham	1
Taunton	1
Wellfleet	1
West Acton	1
Woods Hole	1

# OUTSIDE MASSACHUSETTS

New Hampshire	13	District of Columbia	1
Maine	10	Florida	1
Rhode Island	9	Georgia	1
Connecticut	7	Idaho	1
New York	5	Ohio	1
Pennsylvania	3	Vermont	1





Boston University  
OFFICE OF COUNSELING SERVICE  
711 Boylston Street  
Boston, Massachusetts

July 20, 1947

Dear Friend:

We have been pleased to have had you as one of our veteran clients seeking educational-vocational guidance during 1946.

In order that we may make our services more effective for the other veterans that continue to come to us, and at the same time to learn if we can be of any further assistance to you, we are undertaking a survey by means of a questionnaire sent out to veterans who have in the past come to us for counsel.

Through this survey we hope to appraise the areas in which we have been lacking as well as those in which we have been helpful and thereby attempt to make our services more efficient.

Will you please help to make this study of greater importance by filling in and returning as soon as possible, the enclosed questionnaire? For your convenience we are also enclosing a stamped, addressed return envelope.

Please be assured that your answers and comments will be treated anonymously. We are especially anxious to have your frank opinions so that we can make an honest evaluation of our services.

We thank you in advance for your prompt assistance in this regard. Your cooperation is greatly appreciated.

Very truly yours,

*Mary Lichter*

Associate Director





Name \_\_\_\_\_ Branch of Service \_\_\_\_\_ Months of Active Duty \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

How did you happen to come to the Department of Counseling? \_\_\_\_\_

Have you been attending school? \_\_\_\_\_ If so, what institution? \_\_\_\_\_

Was this school indicated to you in the interview at our office? \_\_\_\_\_

Were our suggestions helpful to you in your selection of a college \_\_\_\_\_  
school \_\_\_\_\_  
training institution \_\_\_\_\_

Are you employed now? \_\_\_\_\_ What type of position do you hold? \_\_\_\_\_

Was this type of work indicated to you? \_\_\_\_\_

Are you definitely working towards a new objective or vocation as a result of our  
counseling? \_\_\_\_\_ What is this new goal? \_\_\_\_\_

In what way was the counseling service most helpful to you?

Better understanding of your:

abilities \_\_\_\_\_ interests \_\_\_\_\_ aptitudes \_\_\_\_\_ personality \_\_\_\_\_

Better knowledge of:

educational opportunities \_\_\_\_\_ educational requirements \_\_\_\_\_

occupational opportunities \_\_\_\_\_ occupational requirements \_\_\_\_\_

Do you feel the need of additional specific tests? \_\_\_\_\_

Would you like to go back over the test results and see what further plans might  
be suggested? \_\_\_\_\_

Do you feel the need of more detailed information about:

the occupation we suggested \_\_\_\_\_

the school we suggested \_\_\_\_\_

May we look forward to a visit from you in the near future? \_\_\_\_\_

What criticisms would you make as a result of your experience as a client? \_\_\_\_\_

What kind(s) of help did you hope to get but perhaps did not get? \_\_\_\_\_

What suggestions would you have to offer for improving our services? \_\_\_\_\_











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